



Dominion®

An Operator's View

A Road to Excellence

Rodney Blevins

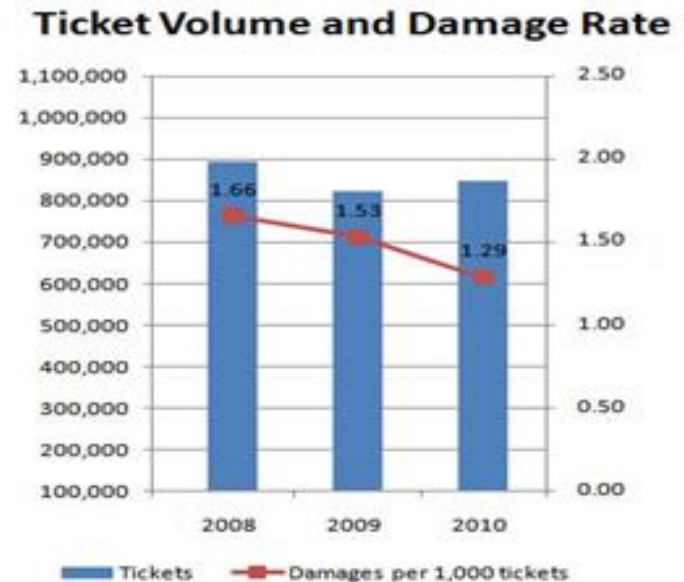
Vice President, Distribution Operations

April 26, 2011

Progress is Considerable, But Our Work Is Never Done . . .

Dominion has seen a 22% decline in damage reports since 2008

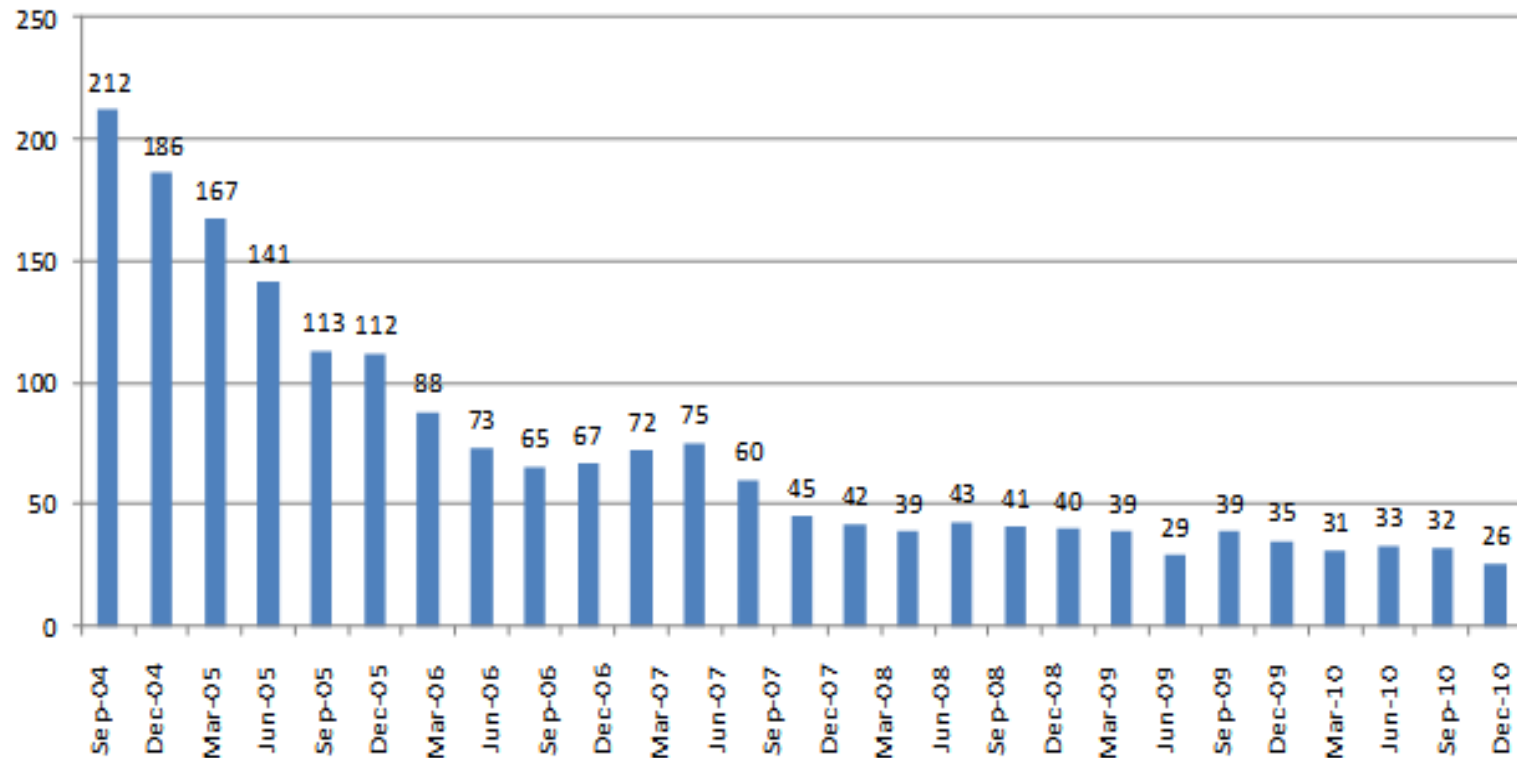
- Customer and Employee Education
- GIS Mapping
- Successful Partnerships



As safety goes . . . so does your business!

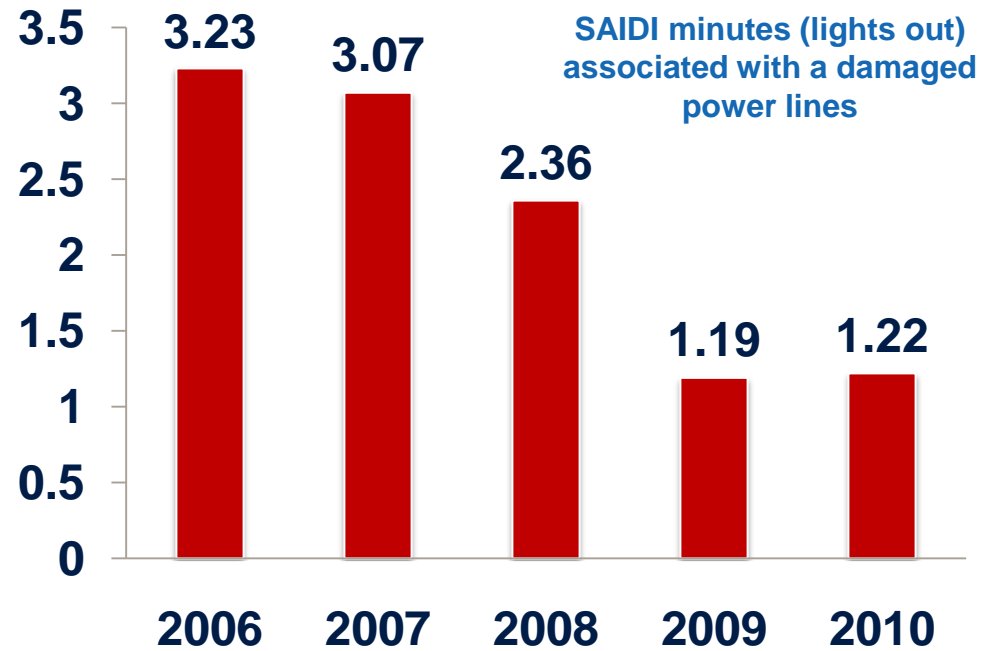


Lost Time and Restricted Duty Injuries



After Safety, Nothing Is More Important Than Service Reliability

On the other end of a damaged utility line is a customer relying on us to provide an essential public service



Everybody gets credit on the road to excellence!

- SCC
- VUPS
- Excavators
- Locators





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